HUMAN RESOURCES BULLETIN

OHR Customer Service Survey Update III

January 2001

Over the past year, the Office of Human Resources (OHR) has issued several communiqués discussing initiatives undertaken in response to the 1998 OHR Customer Service Survey. As another year comes to a close, we felt it appropriate to update you once again on these activities and to share our plans for the coming year.

A major thrust over the past year has been to improve our customer service by ensuring that we are accessible, responsive and credible in meeting our commitments. To that end, we established two day-to-day operation ground rules that apply to all OHR employees: *respond to all business calls within 1 business day and meet 100 percent of our commitments to clients.* Informal feedback we received indicated improvement in these areas, but we have had no systematic means of easily gathering feedback from our customers to quantitatively assess our progress. Partnering with the Information Systems Center in Code 500, we plan to roll out a web-based Customer Service Feedback instrument in January 2001. This will allow us to capture on a continuous basis how well you, our customer, feel we are providing services, and provide a means for tracking progress in this area. Expect a separate announcement in the near future providing more detailed information.

In addition to improving customer service, the OHR focused improvement efforts on three functional are as identified and discussed in previous announcements: *Hiring/Internal Competitive Placement, Workforce Planning and Learning and Development.* (Visit the HR Bulletins section of our website at http://ohr.gsfc.nasa.gov/HR_Initiatives/bulletins.htm.) A summary of progress on these activities follows.

We reported last spring that we were evaluating the results of a 3 month pilot of initiatives undertaken to streamline the hiring and competitive placement processes at the Center. Among other things, the review identified position classification as a major bottleneck in the hiring process. One action the OHR has taken to address this issue is to develop generic Position Descriptions (PD's) and make them available to managers via the OHR website. These have been completed for clerical and technician positions and are available at http://ohr.gsfc.nasa.gov/classification/. The Center is also leading an Agency effort, under the purview of the Integrated Financial Management (IFM) project, that will automate position classification, further facilitating the process. This system is scheduled for roll out in 2001. Another IFM module being led by the Center will provide the capability to accept online resumes as well as do initial screening of the resume and generate Job Analysis documents and Certificates. This system is also scheduled for roll out in 2001. Other

initiatives undertaken as a result of the pilot include developing a web-based help page outlining the steps for completing a hire action along with other common personnel actions (http://ohr.gsfc.nasa.gov/personnel_action/), development of processing time metrics for the various phases of the process (available first quarter 2001), and partnering again with Code 500 to develop a web-based vacancy status page so managers can track the status of their hire actions online. This system will be available in January 2001.

We recently met a major milestone related to our Workforce Planning initiative when we rolled out the web-based employee profile system. This tool allows supervisors to view current information on their employees such as education, time in grade, and performance rating period as well as 10 years of promotion, reassignment, award and training data. Employees also have access to their own records to view the same information. Feedback on the usefulness of this product has been very positive. If you haven't had the opportunity to view it yet, please visit our website at http://ohr.gsfc.nasa.gov and look under "Hot Topics" for more information on its uses and how to access it. Another aspect of this initiative is to develop a web-enabled mechanism offering managers both query and graphical capabilities to access workforce demographic data. Non-availability of resources slipped the first quarter FY01 delivery date originally planned. However, technical resources have now been identified for this task and we are on target for rolling out the first phase of this product in summer 2001.

Recent activities in the Learning and Development initiative include partnering with several Directorates to develop organization-specific mentoring programs addressing the specific developmental needs and opportunities of the sponsoring organization. A needs assessment has been completed for Wallops employees and we will be offering a full complement of courses on-site at WFF. We've improved dissemination of upcoming developmental opportunities by consolidating the HQ, Goddard and Management/Development training calendars into a single Employee Development Guide and are issuing updated information on a more frequent basis via a variety of venues. A web-enabled system allowing employees to initiate a training request on-line, route it through their approval chain, and interface with the Small Purchases System (SPS) is currently under development and will be available in 2001.

As we begin the new year, OHR will continue to expand on the initiatives discussed above. As many of you are aware, the Center's human resources management function was reviewed by the National Academy of Public Administration (NAPA) earlier this year. As the report from that review is received and evaluated at the Center, ongoing activities will be assessed to see how they fit in with recommendations from the report to ensure we are focusing attention on areas of concern to our customers. We will continue to update you on progress related to these initiatives as well as any new ones we undertake.

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